RESULTS

Atlas Van Lines
16th Annual Survey
of Corporate Moving Practices

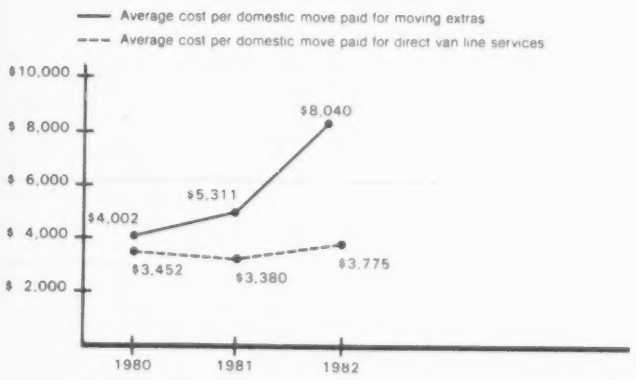
16th Survey Results reveal . . .

Economics and family considerations most important factors in relocation decision

Distribution of relocation dollars reveals emphasis on moving extras

Monies spent by U.S. corporations in 1982 for peripheral moving costs (non-van line services) have more than doubled in the last three years, while costs for direct van line moving services have increased less than 10%, according to the results of Atlas Van Lines' 1983 "Survey of Corporate Moving Practices".

In 1980, the average cost for moving extras such as motel accomodations, house hunting trips, family transportation, meals, relocation services, maid service, appliance servicing and similar benefits was $4,002. This figure increased to $5,311 for 1981 and $8,040 for 1982.



During the same time period, however, costs reported by survey respondents as paid for direct van line services of packing and transportation increased from an average in 1980 of $3,452 to $3,775 in 1982. For the last two years, over half of the responding companies indicated that charges for direct van line services have amounted to less than one third of the total relocation package. Pricing options available since deregulation seem to be largely responsible, with 62% of the responding companies taking advantage of volume discounts and 55% having contractual agreements with one or more carriers in 1982. By comparison, only 12% of responding companies used contracts for employee relocation during 1981.

In addition to general price increases, a contributing factor to the observed increase in peripheral moving expenses is the recent broadening of moving policies that appears to be developing among top U.S. corporations. Faced with a dichotomy of relocation priorities, 67% of reporting companies revised their moving policies in the last two years.

Economics only part of the relocation picture

Although economic considerations remain paramount in transfer decisions for employees as well as corporations, additional factors continue to emerge as being increasingly important. After several years of reacting to economic pressures, corporations and potential transferees appear to be achieving a balance between corporate budget requirements and the personal and familial needs of the relocating employee.

The results are that companies have cut back slightly on allowances for such van line charges as unlimited weight, picking up belongings at a second residence and moving boats, recreation and lawn equipment, and collections of highly valuable objects, while expanding provisions for such things as pre-move house hunting trips for employee and spouse, and the transportation of pets. Thirty-nine per cent of reporting companies expanded their moving policies in 1982 to include increased assistance with housing problems and 39% reported more flexible policies with exceptions made for individual circumstances. The percentage of corporations experiencing transfer turndowns subsequently took a turn downward to 70% in 1982, and the number of move-reluctant employees within each corporation has halved since 1980, when 8% of responding companies found over 12% of employees turning down transfers. Figures for 1982 show 4% of those reporting experienced relocation refusals for over 12% of transfer opportunities offered. The numbers of companies finding employees reluctant to accept transfers increased from 64% in 1980 to 78% in 1981 and is another factor that may have prompted corporations to seriously review their relocation package.

Results of Atlas Van Lines, Inc., 16th Annual Survey of Corporate Moving Practices

Family ties, spouse employment influence transfer decisions

While cost of living in the new location was cited by 54% of the responding companies as a factor in employees declining relocation in 1982, family ties in the area -- housing/mortgage problems and spouse employment -- was offered in 60% of occurrances as the reason for transfer turndown. The prior year's figures indicate cost of living in the new location was given in 35% of the cases as the reason for declining relocation, and family reluctance to moving represented 11%.

While corporate transfers are down in general, transfers of women among our survey respondents are up. In 1979, 3% of the companies indicated that over 10% of their transferred employees were women. In 1982, the percentage of companies reporting that women represented over 10% of the transferees increased by more than four times -- 13%. In 1979, 37% of responding companies said they transferred no women; 21% indicated no women transferrees in both 1981 and 1982.

There has been a turnaround in spouse employment considerations as well. In 1977, spouse employment did not have any effect at all on the transfer of employees for 22.6% of reporting companies, while 12.6% reported that transfers were frequently affected. By comparison, 1982 figures report that 12% of the companies noted no effect, and 20% indicated transfers frequently affected by spouse employment.

The percentage of companies experiencing increasing relocation problems resulting from spouse employment rose rapidly from 23.3% in 1976 to 42% in 1979 and has slowly decreased to the present level of 38%.

Declining transfers no roadblock to success

Atlas' 1970 Survey showed that in 1969, 60% of all corporation executives could expect to be transferred at least once every three years throughout their career -- a figure that had decreased to 11% by 1981 and remained steady in 1982.

As recently as five years ago, 51% of the companies responding to the survey indicated that an unwillingness to accept a transfer involving a move hindered the employee's career. According to this year's Survey Results, 35% of the companies stated their employees can expect a slowdown on the job path by declining to relocate.

Since 1979, corporations have annually transferred fewer employees than the previous year. That year, economic conditions were cited by 57% of responding corporations as having the most significant impact on employee relocation decisions. By the following year, this figure had jumped to 93% and held fairly steady at 95% for 1981. The precentage of companies primarily concerned with the ecomony had dropped to 78% in 1982, however.

Atlas Van Lines' Survey of Corporate Moving Practices represents 53 questions answered during February, 1983 by nearly 500 corporate executives. It is the household goods industry's only annual review of United States corporate relocation practices and policies.

Atlas Van Lines is the nation's sixth largest household goods carrier, with more than 450 agents in the United States, more than 100 agents in Canada and more than 200 representatives in some 125 overseas countries.

For additional information on corporate moving practices and a policy manual based on the trends in this and prior surveys, write to:

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ATLAS VAN LINES, INC.

16TH ANNUAL SURVEY
OF
CORPORATE MOVING PRACTICES

CONDUCTED IN 1983, REFLECTING 1982 FIGURES

1. What is your job title?

Main Categories:
23% — Traffic/Transportation
45% — Personnel/Human Resources
5% — Purchasing
13% — Administration/Finance
14% — Other
Most frequently mentioned were:
Special Services
Industrial Relations

2. How long have you been involved with employee relocation?

20% — Less than 2 years
32% — 2 - 5 years
20% — 5 - 10 years
16% — 10 - 15 years
5% — 15 - 20 years
7% — More than 20 years

3. In regard to your overall job responsibilities, what best identifies your area of primary concern?

22% — Traffic/Transportation
44% — Personnel
17% — Employee relocation
7% — Purchasing
16% — Administration
6% — Other
Most frequently mentioned were:
Employee Compensation and Benefits
Industrial Relations

4. Has there been a discernible change in the primary area of responsibility for your position in the last 3 years?

26% — Yes
74% — No

5. If you answered yes to question 4, please describe change.

Most frequently mentioned were:
Increased responsibility
Broadened scope of authority
Consolidated traffic and relocation responsibilities
Added emphasis on cost control
Decentralization of relocation activities
More concentration on development of relocation programs
More emphasis on home sales and purchasing

6. On the average, how many employee relocations were you responsible for in 1982?

43% — Fewer than 20
19% — 20 - 49
12% — 50 - 99
13% — 100 - 199
4% — 200 - 299
9% — More than 300

7. Are you . . .

70% — male
30% — female

8. Which of the following classifications most accurately describes your company?

61% — Manufacturing
31% — Service (including gov't- education, hospitals, etc.)
8% — Financial

9. Is your company . . .

75% — multi-division
25% — centralized

10. Would your company be classified as . . .

20% — regional
35% — national
45% — international

11. Is your company . . .

32% — privately owned
68% — publicly

12. On the average, your approximate annual sales are . . .

2% — less than $10 million
6% — $10 - $49 million
7% — $50 - $99 million
42% — $100 - $499 million
43% — more than $500 million

13. How many salaried (i.e., non-hourly) people are employed by your firm?

6% — Less than 100
43% — 100 - 999
19% — 1,000 - 2,499
11% — 2,500 - 4,999
21% — more than 5,000

14. What percent of these salaried employees did your company move during 1982?

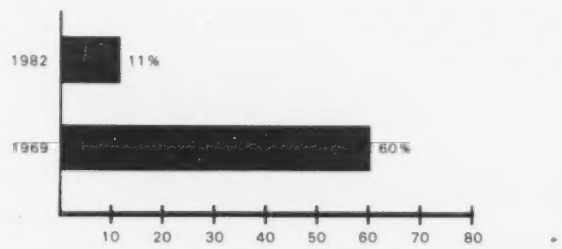
76% — less than 5%
18% — 5 - 10%
2% — 11 - 15%
2% — 16 - 20%
2% — Over 20%

15. Do you anticipate that the number of employees your company will move during the current year (1983) will . . .

15% — increase from the number moved in 1982
28% — decrease
57% — remain about the same

16. Which ONE of the following categories most accurately describes the frequency with which an average salaried employee of your company can reasonably expect to be moved?

5% — Every other year or more often
11% — Every third year
5% — Every fourth year
7% — Every fifth year
72% — Less frequent



17. Comparing the number of employee transfers in 1982 with 1981, the 1982 number . . .

8% — increased greatly over 1981
21% — increased moderately over 1981
11% — decreased greatly over 1981
29% — decreased moderately over 1981
31% — remained about the same

18. If the number of employee transfers changed from 1981 to 1982, what external condition had the most significant impact on transfers?

78% — Economic conditions
8% — Energy
2% — Political conditions
17% — Other
Most frequently mentioned were:
Lack of qualified people, locally
Growth of industry

19. What internal company conditions affected the change in the number of employee transfers?

4% — Increased production
18% — Decreased production
9% — Expanded present facility
22% — Closed one or more facilities
23% — Expansion into new territories
34% — Budget constraints
18% — Other
Most frequently mentioned were:
Corporate reorganization, acquisitions, mergers
Lower rate of turnover

20. What are the three most important criteria your company uses for carrier *selection*? (In order of importance, please)

Service (past performance of carrier and agent)
Cost
Claims

21. What are the three most important guidelines your company uses for carrier *evaluation*? (In order of importance, please)

Service (dependability, flexibility)
Employee feedback
Claims

22. Who usually makes the final choice of the carrier to perform a given move?

80% — Company
20% — Employee

23. How has your corporate moving policy changed in the last two years? (check all that apply)

39% — Increased assistance with housing problems
18% — Improved insurance programs
39% — Exceptions to the policy are made if individual circumstances require
23% — Expanded benefits other than housing assistance
33% — Has not changed

24. How is information about your company's policy covering employee transfers made known to the employee?

26% — The employee is provided a handbook or brochure describing all procedures and conditions in detail.
56% — Employees are provided printed materials describing company policies, but this information is explained by authorized personnel within the organization.
15% — Pre-move counseling service is provided within the company.
20% — There is no set policy; each case is handled individually and explained on a one-to-one basis.
10% — Professional services are provided by a relocation firm.

25. Does your company allow . . .

89% — full reimbursement of moving expenses
10% — a partial reimbursement based on salary level, position or tenure
1% — no reimbursement of moving expenses

26. Does your company's moving policy allow more benefits for new hires or for transferees?

2% — New hires
58% — Transferees
40% — No difference

27. What was the average cost *per domestic move* your company paid during 1982 for such "moving extras" as relocation firms, motel accommodations, family transportation, meals, maid service, pre-move house hunting trips, appliance servicing and similar items? Exclude any salary increases, the cost of van line services, housing compensation, and financial assistance to employees in disposing of former residences.

Average Cost — $8,039.76

28. What was the average cost *per domestic move* your company paid during 1982 on direct van line services of packing and transportation only? Exclude "moving extras," as described in Question 27.

Average Cost — $3,775.00

29. Moving costs are what percentage of your firm's total cost of relocating an employee?

59% — Less than 30%
18% — 31% - 40%
9% — 41% - 50%
14% — Over 50%

30. Has that percentage increased or decreased in the past number of years?

23% — Increased
21% — Decreased
56% — Stayed about the same

31. Besides packing and transportation of household goods, does your company allow the employee: (circle Y for YES and N for NO)

YES	NO	
78%	22%	— to move an automobile at company expense
50%	50%	— to move a second automobile at company expense
28%	72%	— to move a boat at company expense
45%	55%	— to have belongings picked up from a second residence (summer home, relative's home, etc.)
8%	92%	— to hire temporary maid service at either the old or the new home
79%	21%	— unlimited weight
12%	88%	— permanent storage of some possessions
65%	35%	— to move collections of highly valuable objects such as statuary, paintings, or similar items
46%	54%	— to move pets
82%	18%	— to move recreation and lawn equipment

32. Which of the following programs or services have been most beneficial to your company since the Household Goods Transportation Act of 1980?

22% — Guaranteed price
30% — Replacement value protection
62% — Volume discounts
3% — Other
Most frequently mentioned were:
Contracts
Guaranteed pick up and delivery

33. Does your company allow or ever utilize any special transportation services? If so, check appropriate box(es).

13% — Space reservations
55% — Expedited service
31% — Exclusive use of vehicle
48% — Guaranteed pick-up and delivery
27% — Guaranteed price

34. What do you feel the average per pound released value of your employee's household goods should be?

17% — The standard $1.25
9% — $1.50
3% — $1.75
12% — $2.00
10% — More than $2.00
49% — Replacement value protection

35. How many expense-paid trips does your company allow an employee to find housing in the new city?

3% — None
38% — One
49% — Two
6% — Three
4% — More than three

36. How many expense-paid, house-hunting trips does your company allow the spouse to accompany the employee?

2% — None
49% — One
42% — Two
4% — Three
3% — More than three

37. In regards to buying and selling an employee's home, does your company or authorized representative: (circle Y for yes and N for no)

YES	NO	
17%	83%	pay none of the selling costs
16%	84%	pay real estate commission only
60%	40%	pay all fees connected with the sale of the house (i.e. escrow, lawyer, title, land surveys, etc.)
32%	68%	guarantee a sale price of the employee's former residence
42%	58%	actually purchase the employee's former residence
71%	29%	pay the penalty for terminating a lease
2%	98%	assist in the sale of a vacation home
18%	82%	offer no assistance in destination city
36%	64%	assist with arrangements for a mortgage
46%	54%	assist with a swing loan
33%	67%	pay a cash bonus
60%	40%	offer a mortgage interest differential
22%	78%	offer a cost of living differential

38. Does your company ever utilize the services of a relocation service firm?

50% — Yes
50% — No

39. If you answered YES to question 38, which services did you use in 1982?

15% — Counseling on logistics and planning of moving
16% — Counseling on company corporate policy
90% — Real estate - sale and purchase of home
29% — Orientation tours in new city
10% — Provide accessorial services (appliances, cleaning, etc.)
19% — Arrange family's transportation and accommodations
29% — Contract household moving company
27% — Audit and/or pay invoice
21% — Monitor shipment
20% — Assist with employee's claims preparation and submission

40. If the greatest number of your moves occurred during the summer months, what, in your opinion, was the principal reason?

45% — The traditional school year
10% — Other
45% — Greatest number of moves did not occur during summer months

41. Does your company have contractual agreements for the transportation of: (check all that apply)

50% — Products
37% — General commodities
55% — Employee relocations

42. If you checked one or more of the above, does your company have agreements with more than one company?

69% — Yes
31% — No

43. If your company entered into a contract carriage agreement, what was the primary reason?

Most frequently mentioned were:
- Cost
- Service
- Reliability

44. If you answered YES to question 42, what has been your company's experience with such an arrangement?

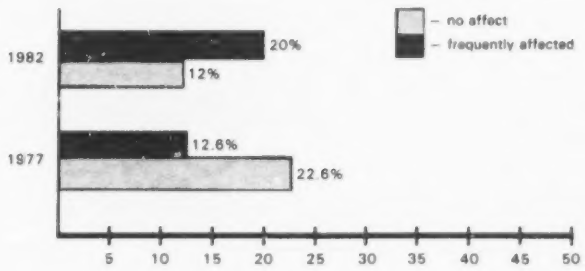
46% — Excellent
51% — Good
3% — Fair

45. How many of your transferred employees are women?

21% — None
54% — Less than 5%
12% — 5 -10%
13% — More than 10%

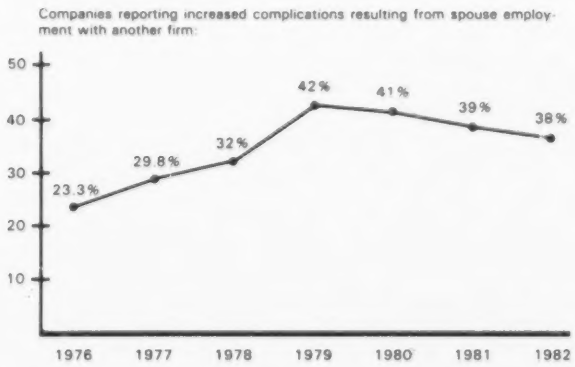
46. How frequently has an employee's relocation been affected by the employment status of a spouse?

3% — Almost Always
20% — Frequently
65% — Seldom
12% — Never



47. If a spouse is employed full-time with another firm, have relocation complications . . .

38% — increased in recent years
1% — decreased
61% — remained about the same

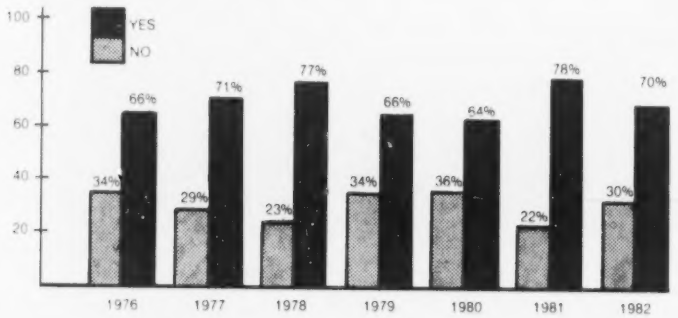


48. How does your company assist an employee's spouse in finding employment in the new location?

84% — No assistance
4% — Pay job-finder's fee
4% — Find employment within company
7% — Find employment outside company
1% — Pay spouse full or partial salary until hired

49. Did any of your employees decline the opportunity to relocate during 1982?

70% — Yes
30% — No



50. If you answered YES to question 49, how many employees declined the opportunity to relocate?

59% — Less than 2%
15% — 2 - 4%
13% — 5 - 7%
8% — 8 - 10%
1% — 11 - 12%
4% — Over 12%

51. If you answered YES to question 49, did the number of employees declining relocation . . .

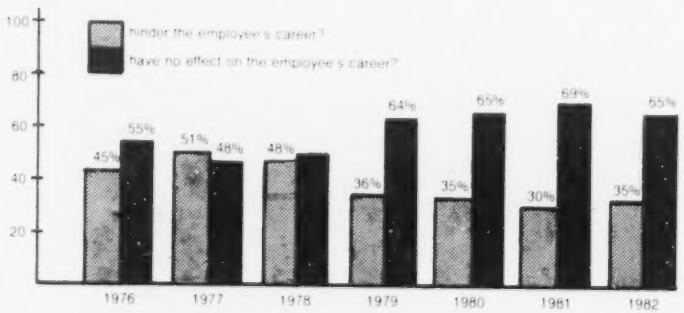
29% — increase from the 1981 level
4% — decrease
67% — remain about the same

52. What reasons were given for declining relocation?

54% — Cost of living in new location
24% — Did not like new location for reasons other than cost of living
Did not wish to leave present location because of:
60% — family ties in the area
40% — other
Most frequently mentioned were:
Housing/mortgage problems
Spouse employment

53. Does declining the opportunity to relocate usually hinder the employee's career?

35% — Yes
65% — No



On behalf of Atlas Van Lines and the entire household goods moving industry, we wish to thank the corporate executives who took the time and effort necessary to complete this questionnaire. Their participation in helping us develop this unique and valuable guideline will contribute greatly to the continued improvement in the household goods moving industry.

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